



**Northwestern
Michigan
College**

***Classification and
Compensation Plan***

Revised January 2, 2013

CONTENTS

Foreword	4
Definition of College Organizational Levels.....	5
Definition of Employment Categories	7
Administrative	7
Professional	8
Technical/Paraprofessional.....	9
Support Staff.....	10
Guidelines for working Titles	11
Classification Descriptions.....	13
Dean/Chief Administrator.....	14
Division Director	15
Department Head.....	16
Program Manager	17
Coordinator III.....	18
Coordinator II	19
Coordinator I.....	20
Specialist II.....	21
Specialist I	22
Counselor.....	23
Advisor II.....	24
Advisor I.....	25
Technical Specialist III	26
Technical Specialist II.....	27
Technical Specialist I.....	28
Executive Assistant.....	29
Paraprofessional.....	31
Technician II.....	32
Technician I	33
Technical Assistant II	34
Technical Assistant I.....	35
Hospitality Support.....	36
Secretary IV	37
Secretary III	39
Secretary II.....	41
Secretary I.....	42
Bookkeeper II	43
Bookkeeper I.....	44
Bookkeeper Assistant II.....	45
Bookkeeper Assistant I.....	46

Clerk III	47
Clerk II.....	48
Clerk I.....	49
Cashier II	50
Cashier I.....	51
Position Responsibility Point System.....	52
Classification Chart	53
Position Placement Procedures	55
Staff Job Description and Questionnaire.....	56
Position Classification Review	61
Maintenance of the Administrative, Professional, and Technical/Paraprofessional Staff Salary Schedules	62
Maintenance of the Support Staff Salary Schedules	66
Salary Schedules	70
Administrative	
Professional	
Technical/Paraprofessional	
Support Staff	
Classification of Positions	73

FOREWORD

This Classification and Compensation Plan is applicable to all regular administrative, professional, technical/paraprofessional, and support staff positions. It does not cover faculty, maintenance/custodial, executive staff, or supplemental/temporary positions.

This Classification and Compensation Plan took effect April 27, 1992. Salary Schedule revisions were effective July 1, 1992, and are revised as deemed appropriate.

Employees placed in classifications having higher educational requirements than currently held by the employee shall develop a plan with their supervisor to work toward the credentials. Such plans will need to incorporate the needs of the job, adequate release from job responsibilities, and professional development support.

DEFINITION OF COLLEGE ORGANIZATIONAL LEVELS

Following are representative characteristics of the levels of organization at NMC.

An Area:

- Is administered by an executive officer,
- has significant impact on the central mission of the College and its success,
- poor performance of the area impacts the entire College and its ability to meet its goals,
- has significant impact on the entire College through policy development and performance of responsibilities,
- budget impact and/or control is significant in relation to financial resources of College,
- may have large staff, divisions or departments,
- is under control of an executive officer with autonomous administrative control of the area, subject to general direction of the President, and
- has significant impact on students and student success.

A College Division:

- Is administered by a division director,
- has significant impact on the mission and success of the executive officer's area and sometimes on the whole College through divisional performance,
- has moderate impact on students and student success,
- has moderate budget impact and/or control in relation to financial resources of the College and has a separate division budget which may consist of one or more departments or programs,
- poor performance of division impacts the executive officer's area and occasionally the College,
- has moderate staff size and may have departments or programs within the division, and
- is under control of a director with autonomous administrative control, subject to general direction of the executive officer.

A College Department:

- Is administered by a department head who reports to a division director or executive officer,
- has impact on staff and students utilizing the services of the department,
- impacts students or student success in a specific, limited manner,
- has smaller staff size; may have programs within the department,
- is under control of department head who develops and recommends a separate budget, plans, operations, and staffing to division director,
- poor performance impacts division's effectiveness, and
- has minor budget impact in relation to financial resources of the College.

A College Program:

- Is administered by a program manager who reports to a department head or division director,
- has impact on staff and students utilizing the services of the program,
- impacts students, staff, and clients in specific manner,
- has small staff size,
- has limited budget impact or control,
- has limited impact on overall success of the College mission; impacts a specific aspect of the mission, and
- is under the control of a program manager who reports to a department head or division director.

DEFINITION OF EMPLOYMENT CATEGORIES

DEFINITION OF ADMINISTRATIVE STAFF

The following are characteristics of administrative positions. Many of these characteristics will apply to each position in this category. (Note: Some executive staff positions may be considered administrative, but are not covered by the Classification Compensation Plan.)

1. Position can be categorized as exempt from provisions of Fair Labor Standards Act and categorized for Equal Employment Opportunity reporting under Executive, Administrative and Managerial.
2. Primary duty is responsible, non-manual work related to management of the organization or a division.
3. Regularly exercises discretion, independent judgment and authority on behalf of the college.
4. Majority of time is spent doing executive, administrative, or managerial work.
5. Directs or manages the work of professional and other employees, including supervisory duties such as enforcing workplace rules; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.
6. Is annually contracted and paid a weekly salary; not eligible for overtime payment.
7. Authority to make hiring, discharge, transfer, suspension, and promotion recommendations.
8. Regularly assists executive officer, performs specialized work independently, or executes special assignments under general directions.
9. Assignments require primary and major responsibility for management of the institution or recognized division/department.
10. Work is directly related to management policies or general business operations of the institution, or a subdivision.
11. Exercises budget management and control.
12. Title assigned such a Dean/Chief Administrator, Director, Department Head or Manager, as well as subordinate officers (ex: Assistant Director) if primary duty is administration.
13. Position typically requires minimum a bachelor's degree or the equivalent relevant work experience, training or education which would provide a similar background.

DEFINITION OF PROFESSIONAL STAFF

The following are characteristics of professional positions. Many of these characteristics will apply to each position in this category.

1. Position can be categorized as exempt from provisions of Fair Labor Standards Act and categorized for Equal Employment Opportunity reporting under Professional Non-Faculty.
2. Duties require advanced learning acquired by prolonged course of specialized intellectual instruction.
3. Duties may involve original or creative work depending primarily on invention, talent.
4. Regularly exercises discretion, independent judgment and authority on behalf of the college.
5. Directs or manages the work of other professional, technical/paraprofessional, support staff, or student employees, including supervisory duties such as enforcing workplace rules; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.
6. Performs professional academic support, student service and institutional support activities.
7. Assignments and supervisory duties require consistent exercise of discretion and independent judgment.
8. Work is predominately intellectual and varied in character, which cannot be standardized in relation to a given period of time.
9. Is annually contracted and paid a weekly salary; not eligible for overtime payment.
10. Devotes more than 20 percent of time to activities of professional nature.
11. Typically requires a bachelor's degree or equivalent experience, training or education; which would provide a similar background.
12. Does not regularly perform routine menial, mechanical work.
13. Responsibilities involve communication and/or advising regarding professional specialty area.
14. Includes titles such as Coordinator, Specialist, Counselor, or other professional designation.

DEFINITION OF TECHNICAL/PARAPROFESSIONAL STAFF

The following are characteristics of technical/paraprofessional positions. Many of these characteristics will apply to each position in this category.

1. Position is categorized as exempt from provisions of the Fair Labor Standards Act and may be categorized for Equal Employment Opportunity reporting under Technical and Paraprofessional.
2. Assignments require specialized knowledge or skills; which may be acquired through extended experience, academic work or on-the-job training.
3. Majority of time spent on duties requiring such specialized knowledge or skills.
4. May assist technical professional in a supporting role.
5. May supervise technical/paraprofessional, support staff, supplemental staff, or student employees, including supervisory duties such as enforcing workplace rules; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.
6. Responsibilities may be in direct support of instruction or the instructional process (ex: lab technicians or assistants).
7. Is annually contracted and paid a weekly salary; not eligible for overtime payment.
8. Highly developed but focused skills are required.
9. May work with technical and specialized equipment and develop skill in its operation.
10. May perform some of the duties of a professional in a supportive role.
11. Typically requires an associate's degree and two years experience or two years part secondary coursework in a related area and three or four years experience.

DEFINITION OF SUPPORT STAFF

The following are characteristics of support staff positions. Many of these characteristics will apply to each position in this category.

1. Position is considered non-exempt from provisions of Fair Labor Standards Act and may be categorized as Clerical and Secretarial for Equal Employment Opportunity reporting.
2. Primarily performs duties of a more manual clerical nature such as typing, word processing, transcription, filing, recording and retrieval of data, or other duties in support of a division, department, or program.
3. Provides internal/external communication links such as reception, telephone, assisting general public, faculty, staff, students and/or clients.
4. May assemble, prepare, and distribute written communication.
5. May assist with business and financial transactions such as bookkeeping, collection, and disbursement of funds.
6. A normal schedule establishes an expected number of annual hours and is paid on an hourly wage; is eligible for overtime payment.
7. May provide supervision to student and supplemental employees and/or functional supervision to other support staff. (Functional supervision involves training, assigning and checking work, but no evaluation, hiring, or discipline). Student/supplemental supervisory duties include enforcing workplace rules; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.
8. Position typically requires a high school diploma or equivalent plus appropriate work experience or skills.

GUIDELINES FOR WORKING TITLES

In addition to being assigned to a specific classification, each position at NMC is assigned a "working title." This is the title normally used in correspondence. Following are guidelines for the designation of such working titles.

Dean/Chief Administrator – Head of a major area of the college including divisions, departments, and programs. Has administrative authority of the large unit. Reports to an executive officer.

Director - Head of a division or executive office area. Has administrative authority of the unit. Normally reports to an executive officer.

Assistant Director - Reports to a director and is in charge of a specific sub-unit, has the authority to act as second-in-command of the unit, has input regarding operation of whole unit. Majority of time is spent on administrative responsibilities.

Department Head - Reports to a director and has administrative authority of a specific department.

Manager - Responsible for the operation of a department, program or major function. Usually reports to a director. Has responsibility for supervision, planning, budgeting and procedures of the group.

Coordinator - Has responsibility for coordinating the operations of a program or function. Facilitates efforts of others in accomplishing the mission and goals of the program or function. Majority of time is spent on professional activities rather than administration.

Specialist - One whose work is concentrated in a particular branch of study or professional specialty.

Supervisor - Spends significant portion of time overseeing and inspecting the work or activities of others. Normally has supervisory authority to recommend hire, evaluate, and discipline.

Advisor - One who gives professional advice or opinion to others.

Counselor - One who is licensed by the state of Michigan as a certified professional counselor.

Administrative Assistant - Majority of time spent on specific administrative tasks involving independent thought, planning or decision-making; typically requiring training or education at the bachelor's degree level or greater to perform. May represent an administrator in professional settings.

Administrative Secretary - Majority of time spent on administrative secretarial support activities for an administrator or area; typically requiring training or education at the associate degree level to perform.

Executive Secretary - Majority of time spent on administrative and secretarial support activities for an executive officer; typically requiring training or education at the associate degree level to perform.

Secretary - Majority of time spent on secretarial support activities for a person or area; requires strong typing or word processing skills and interpersonal skills.

Clerk - Majority of time spent on duties of a clerical nature. Tasks are more repetitive, typically requiring stronger data entry than word processing skills.

Assistant - Performs office support duties of a varied nature which may require clerical, secretarial, typing, data entry or word processing skills.

Some professions have unique titles, which may be appropriate for NMC, such as controller, purchasing agent, or registrar.

CLASSIFICATION DESCRIPTIONS

In addition to being placed in the appropriate employment category and having a working title designated, each position is assigned to a classification.

Classifications group similar positions and establish consistent qualifications for the positions.

The following descriptions of the classifications are intended to be representative of the positions within them. Many of the statements in the description will apply to each of the positions in the classification. However, all of the statements in the description may not apply to each position. Likewise, some positions may have unique responsibilities or qualifications not stated in the general classification description.

CLASSIFICATION DESCRIPTION

Title: **DEAN/CHIEF ADMINISTRATOR**
Level: 4
Category: Administrative

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Directs the operation of a college area. Majority of time and effort spent on administrative and managerial responsibilities for the area, its divisions, departments and/or programs, including planning, budget development and control, management of staff and strategy development having impact on a large area of the college and often on the entire college. Directs the college area within the institution's strategic goals.

REPRESENTATIVE RESPONSIBILITIES:

1. Plans and recommends strategic plans for the area's divisions, department, and/or programs.
2. Plans for means and methods by which the area will accomplish its mission and adapt to future changes, trends, demands.
3. Directs operations of the area. Analyzes current performance and adapts as needed. The area has significant impact on the college mission, strategic plan, and students.
4. Manages, recommends for hire, provides for training and development, evaluates and disciplines administrative, professional, and other staff.
5. Advises executive officer of issues and problems such as strategic goals, division structure, program planning or cancellation, etc. requiring attention at President's Council level. Assists executive officer with projects for the college area as required. May serve as acting officer in his/her absence.
6. Coordinates services of the area with other areas of college and external clients.
7. Maintains peer contacts and current knowledge of profession.
8. Approves division and department budget requests and management of budget within the area. Significant college-wide budget impact involved.
9. Develops policies and operating guidelines having college-wide impact.
10. Provides direction to divisions, departments, or programs within the area, including approval of personnel actions and area or college policy and procedural recommendations.
11. Performs administrative responsibilities as needed in area of specialty.

QUALIFICATIONS:

Master's degree required in appropriate discipline; advanced degree studies preferred. Administrative and managerial experience of five years in related area, including supervision, budget management, and planning responsibilities.

TYPICAL SUPERVISION GIVEN: Professional and Technical/Paraprofessional staff.

TYPICALLY SUPERVISED BY: Executive officer.

CLASSIFICATION DESCRIPTION

Title: **DIVISION DIRECTOR/ASSOCIATE DEAN**
Level: 3
Category: Administrative

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general administration of an executive officer or dean, directs the operation of a college division. Majority of time and effort spent on administrative and managerial responsibilities for the division and its departments or programs including planning, budget development and control, management of staff and strategy development having impact on the area and sometimes on the entire college.

REPRESENTATIVE RESPONSIBILITIES:

1. Plans for means and methods by which division will accomplish its mission and adapt to future changes, trends, demands.
2. Directs operations of division. Analyzes current performance and adapts as needed. Division has significant impact on college mission and students.
3. Manages, recommends for hire, provides for training and development, evaluates and disciplines professional and other staff.
4. Advises executive officer of issues and problems requiring attention at President's Council level. Assists executive officer with projects as required. May serve as acting officer in his/her absence.
5. Coordinates services of division with other areas of College and external clients.
6. Maintains peer contacts and current knowledge of profession.
7. Develops requests and manages budget for division. Significant College-wide budget impact involved.
8. Develops policies and operating guidelines having College-wide impact.
9. Provides direction to department or programs in the division, including approval of budget, personnel actions, and procedural recommendations.
10. Performs professional responsibilities as needed in area of specialty.

QUALIFICATIONS:

Bachelor's degree required in appropriate discipline; master's degree preferred. Administrative and managerial experience of five years in related area, including supervision, budget management, and planning responsibilities.

TYPICAL SUPERVISION GIVEN: Professionals and support staff.

TYPICALLY SUPERVISED BY: Executive officer or Dean.

CLASSIFICATION DESCRIPTION

Title **DEPARTMENT HEAD**
Level: 2
Category: Administrative

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general direction of a division director, manages the operation of a department. Majority of time and effort spent on managerial responsibilities, including planning, supervision, monitoring operations, and budget development and monitoring. Department impacts the division, staff, students, and clients utilizing the services of the department.

REPRESENTATIVE RESPONSIBILITIES:

1. Manages operation of department. Analyzes current performance and adapts as needed to meet needs of clients.
2. Recommends major changes in department to division director. Advises of any problem areas and develops proposals for solutions.
3. Manages, recommends for hire, schedules, trains, evaluates, and disciplines departmental staff. Staff may include professionals.
4. Coordinates services of department with other College departments or external clients as needed.
5. Develops budget request for presentation to director. Manages budget and authorizes expenditures.
6. Develops and recommends policies and operating guidelines related to operation of department, subject to approval of division director.
7. Maintains professional knowledge and contacts.
8. Performs professional responsibilities as needed in area of specialty.

QUALIFICATIONS:

Bachelor's degree required in appropriate discipline; three years managerial experience in related area.

TYPICAL SUPERVISION GIVEN:

Manages departmental staff, typically professionals, technical/paraprofessionals, support staff, and students.

TYPICALLY SUPERVISED BY:

Division Director.

CLASSIFICATION DESCRIPTION

Title: **PROGRAM MANAGER**
Level: 1
Category: Administrative

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under supervision of director or department head manages the operation of a program. Majority of time spent on administrative and managerial tasks, including planning, budget monitoring, supervision, and administrative projects which assist the director in administration of the division.

REPRESENTATIVE RESPONSIBILITIES:

1. Supervises operations of a program. Resolves daily problems or concerns and brings major problems to the attention of the director and assists in developing solutions.
2. Supervises staff. Interviews, trains, orients, schedules, disciplines, and evaluates departmental staff which may include professional, technical/paraprofessional, support, supplemental, and/or student employees.
3. Develops budget request and submits to director. Monitors budget, authorizes expenditures, and alerts director to problem areas.
4. Recommends procedures and guidelines related to operation of the program.
5. Assists director or department head with administrative projects or areas of responsibility as required.
6. Performs professional responsibilities in area of specialty as needed.

QUALIFICATIONS:

Bachelor's degree plus one to three years supervisory experience.

TYPICAL SUPERVISION GIVEN:

Professional, technical/paraprofessional, support, supplemental, and/or support staff.

TYPICALLY SUPERVISED BY:

Division director or department head.

CLASSIFICATION DESCRIPTION

Title: **COORDINATOR III**
Level: 4
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Performs professional services and coordinates operation of a department of the College or major functional area of a division. Such department is directly involved with student/client service. Majority of time and effort is directed toward practice of professional specialty rather than administration.

REPRESENTATIVE RESPONSIBILITIES:

1. Under general guidance of an administrator, supervises ongoing operation of department and coordinates activities with other College administrative units. Less than half of time is spent on administrative duties.
2. Provides professional expertise or knowledge in a specific area of College operations with special populations or special subject areas.
3. Assists director in developing funding and development of budget for the department. Supervises departmental budget activities.
4. Supervises departmental staff, which may include other professional staff.
5. Maintains considerable independent judgment, decision-making, and longer-range planning responsibilities.
6. Maintains contact with community resources for purposes of recruitment, revenue generation, program evaluation, and maintaining relationships with community organizations and activities.
7. Provides evaluative and assessment services related to departmental operation.
8. Provides for delivery of services related directly to student/client population.
9. Develops promotional programs, materials and activities to highlight departmental activities.

QUALIFICATIONS:

Bachelor's degree required; master's degree preferred. Three to five years of professional experience specifically related to area of coordination.

TYPICAL SUPERVISION GIVEN: Professional, technical/paraprofessional, support, supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY: Administrative staff.

CLASSIFICATION DESCRIPTION

Title: **COORDINATOR II**
Level: 3
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Performs professional services and coordinates activities of a specific program or functional area within a division which supports the administrative operation of the College. Majority of time and effort is directed toward practice of the professional specialty rather than administration.

REPRESENTATIVE RESPONSIBILITIES:

1. Under general guidance of a director, plans and coordinates the daily operation of a College program which contributes to the administrative operation of the college.
2. Provides expertise and services requiring specific knowledge and/or skill in a given area.
3. Assists the director in the development of funding and development of budget for support of the designated program. Monitors budget operation.
4. Designates, trains, and supervises the staff necessary for the operation of the designated program.
5. Exercises judgment and decision-making responsibility related to program operation.
6. Prepares and implements public relations activities and community awareness of program operation. Prepares strategies, publications, reports, and resource materials supporting program activities.

QUALIFICATIONS:

Bachelor's degree plus three years of professional experience specifically related to area of coordination.

TYPICAL SUPERVISION GIVEN:

Professional, technical/paraprofessional, support and supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative staff.

CLASSIFICATION DESCRIPTION

Title: **COORDINATOR I**
Level: 2
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Performs professional services and coordinates activities of a functional area within a division or a department, which supports the administrative operation of the College. Such program may report to a division or department directly involved with student/client service. Majority of time and effort is directed toward practice of the professional specialty rather than administration.

REPRESENTATIVE RESPONSIBILITIES:

1. Under general guidance of a program manager or coordinator, plans and coordinates the daily operation of a College program which contributes to the administrative operation within a department or functional area of the college.
2. Provides expertise and services requiring general knowledge and/or skill in a subject area.
3. Assists the program manager in the development of funding, budget and office coordination for support of the designated program. Monitors budget activity and reports.
4. Designates, trains, and supervises support and technical/paraprofessional staff necessary for the operation of the designated program.
5. Exercises judgment and decision-making responsibility related to program operation.
6. Provides information to the program manager for public relations activities and community awareness of program operation. Provides reports and information used to develop strategies, publications, reports, and resource materials supporting program activities.

QUALIFICATIONS:

Bachelor's degree in related area. Two or more years of general experience related to area of coordination.

TYPICAL SUPERVISION GIVEN:

Technical/paraprofessional, support and supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative staff or other professional staff.

CLASSIFICATION DESCRIPTION

Title: **SPECIALIST II**
Level: 3
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Provides professional services within a specific division, department, or program, of the college, utilizing specific professional knowledge obtained through education and prior experience.

REPRESENTATIVE RESPONSIBILITIES:

1. Works directly with students, clients, or staff to provide specific information or services utilizing specific professional knowledge and expertise.
2. Interprets new programs, policies, or procedures that can affect the department or services provided. May serve as the internal expert regarding subject matter area.
3. Develops and recommends procedures or programs to incorporate new policies, guidelines, legal requirements, etc.
4. Implements and evaluates new or existing programs or services.
5. Provides input to director for budget preparation and program planning for the division, department, or program.
6. Supervises, evaluates and coordinates work assignments for support or supplemental staff. Provides input for support/supplemental staff evaluations.
7. Develops and produces reports and analyses regarding department or program.
8. Maintains current level of professional expertise in subject matter area.

QUALIFICATIONS:

Bachelor's degree and three to five years related work experience in the professional specialty.

TYPICAL SUPERVISION GIVEN:

Technical/paraprofessional, support, and supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative staff.

CLASSIFICATION DESCRIPTION

Title: **SPECIALIST I**
Level: 1
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Provides professional services within a specific department or program of the college, utilizing general knowledge as a base, plus specific professional information learned on the job.

REPRESENTATIVE RESPONSIBILITIES:

1. Provides staff, students, or clients with information regarding specific products or services which require some interpretation of regulations and individual's needs.
2. Coordinates projects or services with clients or other college staff.
3. Updates program information.
4. Determines eligibility for specific programs and services.
5. Maintains appropriate records and information. Produces reports from data services.
6. Acts as an information liaison between students, client companies, or college personnel.
7. Coordinates work assignments of support and supplemental staff. Provides input on support staff evaluations and personnel actions.
8. Maintains current level of professional expertise in subject matter area.

QUALIFICATIONS:

Bachelor's degree and one to three years of related work experience. Two years of post-secondary coursework plus an additional four years of paraprofessional experience in the subject matter area may be substituted for the bachelor's degree.

TYPICAL SUPERVISION GIVEN:

Technical/paraprofessional, support, and supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative staff or other professional staff.

CLASSIFICATION DESCRIPTION

Title: **COUNSELOR**
Level: 4
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Assists individuals in acquiring information and developing attitudes, insights, and understanding about themselves and their environment which will enable them to progress toward their educational and personal goals.

REPRESENTATIVE RESPONSIBILITIES:

1. Assists students through the counseling process with college adjustment, personal concerns, and interpersonal relationships.
2. Provides individuals with career counseling, including the use of career assessment tools and interpretation of test results when indicated.
3. Provides students with information regarding college policies, procedures, programs, requirements, and courses.
4. Serves as a liaison to community agencies and educational organizations as a resource for career information.
5. Works directly with four-year college representatives to facilitate development, dissemination, and maintenance of transfer information.
6. Responds in emergency situations with immediate crisis intervention, evaluation, and follow-up activity as appropriate. Provides students with short-term therapy, utilizing appropriate psychological assessments. Refers to other professionals in community.

QUALIFICATIONS:

Master's degree in counseling or closely related field. Licensed as a professional counselor. Prior counseling experience, including career counseling and testing interpretation.

TYPICAL SUPERVISION GIVEN:

Student employees and functional supervision of technical/paraprofessional and support staff.

TYPICALLY SUPERVISED BY:

Administrative staff.

CLASSIFICATION DESCRIPTION

Title: **ADVISOR II**
Level: 2
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Assesses and promotes academic, social, and vocational goals of special segments of the college community. Serves as an advocate for such students relative to their adjustment to college living and management of the learning environment.

REPRESENTATIVE RESPONSIBILITIES:

1. Understands eligibility criteria and applies this knowledge for the identification of special populations.
2. Determines the need for support services for special populations. Coordinates the delivery of services, activities, and learning resources for such students, including one or more of the following:
 - a. specialized equipment, laboratory services, testing arrangements.
 - b. tutorial services
 - c. parallel seminars
 - d. specialized enrichment programs and activities
 - e. readers, interpreters, and/or other learning specialists
 - f. physical access to learning resources
3. Advises special populations relative to academic scheduling and program development.
4. Assists special populations with the application of general college policies and procedures. Assists special populations with regulatory information.
5. Serves as a liaison/advocate for special populations with faculty and staff.
6. Serves as a liaison between the college and community organizations/services supporting special populations. Maintains and monitors referral systems.
7. Cooperates with various college resources available to support the academic/vocational/ personal goals and adjustment of special populations.

QUALIFICATIONS:

Bachelor's degree in social science or a related field. Two or more years of experience working with special populations desired. Special certifications may be required as applicable.

TYPICAL SUPERVISION GIVEN:

Tutors or other program assistants; functional supervision for technical/paraprofessional, support staff, and student employees.

TYPICALLY SUPERVISED BY: Administrative staff or other professional staff.

CLASSIFICATION DESCRIPTION

Title: **ADVISOR I**
Level: 1
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Provides professional services for a segment or service of the college which supports the successful academic/social adjustment of special student populations to the college environment.

REPRESENTATIVE RESPONSIBILITIES:

1. Assists with the identification of special populations.
2. Assists supervisors with the operation of the college services for special populations.
3. Serves as an interpreter of college policies and procedures for special populations. Serves as a first-line enforcer of such policies and procedures.
4. Serves as a direct provider of support services for special populations in such capacities as interpreter, tutor, and/or reader.
5. As directed by supervisor, serves as a liaison between special students and faculty, staff, or administration.
6. As directed by supervision, communicates with college departments and resources available to special populations.

QUALIFICATIONS:

Bachelor's degree in a social science or related field. Six months of experience working with special populations desired. Special certifications may be required as applicable.

TYPICAL SUPERVISION GIVEN:

Student employees or other special service providers as directed by supervision. Functional supervision of technical/paraprofessional and support staff.

TYPICALLY SUPERVISED BY:

Administrative staff or other professional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICAL SPECIALIST III**
Level: 3
Category: Professional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for the analysis, design, and implementation of major hardware and/or software systems to meet the needs of instructional or administrative areas. Has primary responsibility for coordination of large operating systems and their major software and hardware components. May coordinate the work of other technical specialists.

REPRESENTATIVE RESPONSIBILITIES:

1. Develops priorities, objectives, assignments, and timelines for a professional technical work unit. Monitors completion of projects and objectives. Provides leadership and technical guidance to professional technical staff.
2. Confers with service users, vendors, and administration to analyze problems and needs and develop solutions which are in the best long-range interest of the college.
3. Using knowledge of whole systems and its various components, designs and provides for implementation of hardware/software solutions to meet needs of major instructional or administrative areas. May assign portions of projects to other professional technical staff.
4. Maintains current technical and professional knowledge through self-study and attendance at training seminars.
5. Confers with vendors, users, and administration regarding long-range directions on hardware/software systems needs. Develops recommendations regarding upgrades, purchases, or new development of systems having college-wide impact.
6. Supervises professional technical specialists, technicians and others.
7. Develops annual budget recommendations and monitors budget of the unit.
8. Performs other professional duties as assigned.

QUALIFICATIONS:

Bachelor's degree in related technical area plus three to five years experience in the technical field. Ability to supervise staff, prioritize work, and accomplish objectives. Ability to communicate effectively with customers, vendors and staff verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Technical/paraprofessional staff, support staff and/or student employees.

TYPICALLY SUPERVISED BY: Administrative staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICAL SPECIALIST II**
Level: 4
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Analyzes, designs, and implements hardware and/or software systems to meet needs of instructional or administrative areas. Primary responsibility for a specific service area is assigned.

REPRESENTATIVE RESPONSIBILITIES:

1. Confers with service customers to analyze problems and needs and develop acceptable solutions. Provides technical expertise and guidance.
2. Using knowledge of whole system and its various components, designs and implements hardware and/or software solutions to meet needs of instructional or administrative areas. Delegates tasks to other technical staff.
3. Assumes primary responsibility for maintenance, trouble-shooting and development of a specific service area's hardware/software systems. Confers with vendors and system support technicians regarding problems and upgrades.
4. Maintains current technical knowledge through self-study and attendance at training seminars.
5. Provides for maintenance of records related to the service provided, including inventories, charge back reports, budget reports, and system documentation.
6. Supervises other technical specialists, technical assistants, or students as needed.
7. Trains staff and students on use of system. Assists users with problems and provides professional technical advice regarding appropriate application of technology to their needs.
8. Performs related professional duties as assigned.

QUALIFICATIONS:

Bachelor's degree in related technical area plus three years experience in the technical field. Ability to communicate effectively with customers and staff verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Technical/paraprofessional staff, support staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative staff or professional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICAL SPECIALIST I**
Level: 3
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Designs and recommends equipment, hardware and/or software systems or produces original designs. Coordinates operation of a technical service.

REPRESENTATIVE RESPONSIBILITIES:

1. Communicates with users of service, vendors or technical service representatives regarding problems and needs.
2. Designs and recommends hardware and/or software systems to meet specific needs of instructional or administrative systems. Responsibilities require analytical skills, understanding of hardware and/or software capabilities, and ability to trouble-shoot a system.
3. Produces original designs utilizing creative and analytical skills, knowledge of equipment to produce designs and final products.
4. Provides for installation and maintenance of hardware and/or software systems by coordinating delivery of the technical service, which includes performance of technical work and supervision of technical assistants.
5. Maintains current technical knowledge through self-study and attendance at training seminars.
6. Maintains records related to the service provided, including inventories, charge back reports, budget reports, and system documentation.
7. Supervises technicians, technical assistants, and/or student employees as needed. Hires, schedules, trains, checks work as required.
8. Trains staff and students on use of system.
9. Performs related professional duties as assigned.

QUALIFICATIONS:

Bachelor's degree in related technical area plus one year experience in technical field. Two years post-secondary coursework in related technical area plus additional four years technical experience may be substituted for bachelor's degree. Ability to utilize equipment assigned to the position. Ability to communicate effectively verbally and in writing.

TYPICAL SUPERVISION GIVEN: Technical/paraprofessional staff and other support staff and/or student employees.

TYPICALLY SUPERVISED BY: Administrative staff or professional staff.

CLASSIFICATION DESCRIPTION

Title: **EXECUTIVE ASSISTANT**
Level: 2
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs secretarial work involving recurring contact with administrators, public and private officials, faculty, staff, and students. Duties require exercising discretion and judgment in obtaining and providing factual, interpretive, and confidential information requiring knowledge of both the assigned and related work areas and college operations. Duties involve the use of electronic word/data processing equipment and standard office equipment.

REPRESENTATIVE RESPONSIBILITIES:

1. Assists administrative or professional staff with specific on-going projects, activities or responsibilities by assuming primary responsibility for the organization, implementation and follow-up of said activities. Completion of responsibilities requires specialized knowledge and focused skills typically acquired through post-secondary coursework at the associate degree level rather than through general experience. May perform some of the duties of a professional in a supportive role.
2. Creates and proofs correspondence, tabular data, articles, and other material from where only limited standardization exists. Records minutes of meetings of area or college, transcribes, and distributes same. Work requires great attention to detail, accuracy, and understanding of content of material.
3. Composes correspondence requiring judgment in the application of policies and procedures in both the assigned and related work areas.
4. Collects and compiles data for specialized reports requiring some informational search and knowledge of the operations of both the assigned and related work areas and college operations. Responsible for report format and content.
5. Reviews inquiries and otherwise represents assigned and related work areas exercising discretion in obtaining and providing factual, interpretive, and confidential information related to assigned and related work areas and college operations.
6. Maintains records on personnel, budgetary, and purchasing transactions of area; verifies statements, requests, and forms that are submitted for authorization; maintains other files as needed.
7. Participates in budget preparation including assisting with calculation of projected costs and expenses necessary for the area, grant proposals, and other related financial accounts. Assists in review of budget requests from divisions within the area.

Executive Assistant

Page 2

8. Arranges for meetings and conferences for the area or college, including preparing an agenda, assembling, and distributing data required for coverage of the agenda items, and other information required in follow-up. Make travel arrangements as required. Meetings often require collaboration with public and private officials.
9. Interviews, recommends for hiring, and supervises the training of secretarial/clerical personnel, supplemental, and student employees. Checks and evaluates performance, makes recommendations with respect to personnel actions.
10. Maintains current knowledge of secretarial/office practice profession.

QUALIFICATIONS:

Two years post-secondary coursework in business or related area plus one to three years related secretarial experience; associate's degree strongly preferred. Sixty wpm keyboarding skills, word processing skills, ability to use spreadsheet programs and other computer applications. Knowledge of business English and business math. Ability to effectively communicate verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Support staff, supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative or professional staff.

CLASSIFICATION DESCRIPTION

Title: **PARAPROFESSIONAL**
Level: 2
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs paraprofessional work in support of an area of professional specialty. May provide supervision to other support staff and student or supplemental workers. Majority of time is spent on duties requiring specialized knowledge or skills.

REPRESENTATIVE RESPONSIBILITIES:

Assists administrative or professional staff with specific on-going projects, activities or responsibilities by assuming primary responsibility for the organization, implementation and follow-up of said activities. Completion of responsibilities requires specialized knowledge and focused skills typically acquired through post-secondary coursework at the associate degree level rather than through general experience.

1. Supervises, trains, schedules and evaluates support staff, supplemental staff, and/or student employees.
2. Reviews inquires and otherwise represents assigned and related work areas exercising discretion in obtaining and providing factual, interpretive, confidential information related to assigned and related work areas and college operations.
3. Maintains records on personnel, budgetary and purchasing transactions or area; verifies statements, requests and forms that are submitted for authorization; maintains other files as needed.
4. Participates in budget preparation including assisting with calculation of projected costs and expenses necessary for the area, for grant proposals or other related financial accounts. Assists in review of budget requests from divisions within the area.
5. Collects and compiles data for specialized reports requiring some informational search and knowledge of the operations of both the assigned and related work areas of the college operations. May determine report format and content.

QUALIFICATIONS:

Two years post-secondary coursework in business or area related to the professional specialty; associate's degree preferred. Three years experience in related area. May prefer office skills, word processing and computer skills as well as technical skills. Strong math skills and business English skills.

TYPICAL SUPERVISION GIVEN: Support staff, supplemental staff, and student employees.

TYPICALLY SUPERVISED BY: Administrative, professional, or other technical/ paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICIAN II**
Level: 2
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs duties primarily involving knowledge or coordination of an area of technical specialty which generally requires training and/or preparation at the associate's degree level to master. Responsibilities may include coordination of record keeping and clerical duties related to the area, supervision, and training of other people.

REPRESENTATIVE RESPONSIBILITIES:

1. Supervises delivery of a specialized technical service to customers, including prioritizing requests for service, assigning or performing work, checking quality of product.
2. Trains students and/or staff in use of equipment or the technical service. Assists users with problems or questions at a level of understanding which requires some technical interpretation.
3. Maintains equipment and supplies inventories, monitors budget, provides information to supervisor in support of budget or purchasing recommendations for the area. Maintains service records and charge back reports.
4. Recommends procedures and prepares documentation for use of service and/or equipment.
5. Supervises student employees and/or other staff, including scheduling, training, checking work, and taking corrective action.
6. Maintains and troubleshoots specialized equipment using own knowledge and skills.
7. Writes standard computer programs and utilizes software package products to produce specific results as assigned.

QUALIFICATIONS:

Associate's degree in specific technical area plus one year related work experience. Two years work experience plus one year of post-secondary technical education may be substituted for an associate's degree if work experience is directly related to technical specialty integral to the position. Ability to master the technical aspects of the position within initial probationary period. May prefer typing and office skills. Ability to perform basic business math, organize and prioritize work, and effectively communicate with customers and employees both verbally and in writing.

TYPICAL SUPERVISION GIVEN: Support staff, supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY: Professional or other technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICIAN I**
Level: 1
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs duties primarily involving knowledge, use, operation, and maintenance of equipment which generally requires specialized training to master. Responsibilities may also include record keeping and clerical duties related to the area, supervision, and training of other people on equipment use.

REPRESENTATIVE RESPONSIBILITIES:

1. Operates, maintains, and troubleshoots specialized equipment or systems using own knowledge and skills. Performs preventative maintenance.
2. Assists in training students and/or staff in use of equipment and operating software for the equipment. Assist users with problems or questions.
3. Utilizes software package products to produce specific end results as assigned.
4. Maintains equipment and supply inventories, monitors budget, provides information to supervisor in support of budget or purchasing recommendations for the area. Maintains service records and charge back reports.
5. Supervises student employees and/or supplemental staff including scheduling, training, or checking work.

QUALIFICATIONS:

One year post-secondary coursework in specific technical area plus one year work experience which includes operation of equipment or software integral to the position. Two years work experience may be substituted for post-secondary coursework if work experience involves operation, maintenance, and troubleshooting of equipment and/or systems integral to the position. Ability to master the use, operation, and minor maintenance of equipment assigned to the position within initial probationary period. May prefer typing and office skills. Ability to perform basic business math and effectively communicate with customers and employees both verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Professional or other technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICAL ASSISTANT II**
Level: 1
Category: Technical/Paraprofessional

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs duties primarily involving use and operation of equipment which requires six months to one year to learn. Responsibilities may also include minor equipment maintenance, record keeping, and clerical duties.

REPRESENTATIVE RESPONSIBILITIES:

1. Uses and operates equipment to perform assigned responsibilities in support of college operations. Examples of equipment used may include computer devices, duplicating equipment, audio-visual equipment, or communications equipment.
2. Cleans, performs minor maintenance, and sets up equipment for special uses. May perform initial troubleshooting of system/equipment problems. Reports problems requiring further maintenance to appropriate source.
3. Keeps records related to production, service requests, inventory, or billings.
4. Types and/or uses word processor to produce reports or documents, complete forms, or update records as assigned.
5. Responds to incoming calls or requests for service.
6. May have functional supervision of student employees.
7. Performs related duties as assigned.

QUALIFICATIONS:

High school diploma plus one year work experience which includes operation of equipment integral to the position. Ability to use, operate and perform light maintenance of equipment assigned to the position within initial probationary period. Specific technical training or coursework may be substituted for all or part of required work experience. May prefer typing and office skills. Ability to follow written and verbal instruction, perform basic business math, prioritize work, and effectively communicate with customers.

TYPICAL SUPERVISION GIVEN:

May have functional supervision of student employees.

TYPICALLY SUPERVISED BY:

Professional staff or other technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **TECHNICAL ASSISTANT I**
Level: 1
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under direct supervision, performs routine duties primarily involving use and operation of equipment, typically requiring less than six months to learn. Responsibilities may also include minor record keeping and clerical duties.

REPRESENTATIVE RESPONSIBILITIES:

1. Uses and operates equipment to perform routine and/or repetitive duties in support of college operations. Examples of equipment used may include telephone switchboard console, duplicating equipment, computer devices, or audio-visual equipment.
2. Answers incoming telephone calls or requests for service; records and delivers messages.
3. Files and updates records as assigned; opens and sorts mail; types forms and other documents.
4. Reports equipment problems to supervisor or appropriate source.
5. Performs related duties as assigned.

QUALIFICATIONS:

High school diploma. Ability to use and operate equipment assigned to the position with proficiency developed during initial probationary period. Ability to follow written and verbal instructions. Prefer up to six months related experience. May prefer typing and office skills.

TYPICAL SUPERVISION GIVEN:

May have occasional functional supervision of student employees in absence of supervisor.

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional, or higher level support staff.

CLASSIFICATION DESCRIPTION

Title: Hospitality Support
Level: 5
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, coordinates activities of kitchen and/or dining room workers during banquets, activities of workers engaged in selling alcoholic beverages for consumption, or other hospitality functions to ensure that food or beverages are served in compliance with occupational, health, and safety standards.

REPRESENTATIVE RESPONSIBILITIES:

1. Estimates and orders food stuffs, liquors, wines, or other beverages. Orders preparation of salads and coffee. Requisitions table linens, china, glassware, and silverware.
2. Consults with Food Services Manager or Executive Chef on such items as serving arrangements and additional employees and equipment needed.
3. Inspects establishment and observes workers and patrons to ensure compliance with occupational, health, and safety standards. Observes food being served to ensure that food is correctly garnished and arranged on plates.
4. Assists in planning and arranging promotional advertisements.
5. Addresses customer's complaints concerning service, food, and beverages and provides positive customer service experience.
6. Hires and supervises supplemental and student banquet and/or bar employees and entertainers.
7. Maintains current knowledge of hospitality profession.

QUALIFICATIONS:

Two years post-secondary coursework in business or related area plus one to three years related hospitality experience; associate's degree strongly preferred. Knowledge of business English and business math. Ability to effectively communicate verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative or professional staff.

CLASSIFICATION DESCRIPTION

Title: **SECRETARY IV**
Level: 5
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs secretarial work involving recurring contact with administrators, public and private officials, faculty, staff, and students. Duties require exercising discretion and judgment in obtaining and providing factual, interpretive, and confidential information requiring a knowledge of both the assigned and related work areas and college operations. Duties involve the use of electronic word/data processing equipment and standard office equipment.

REPRESENTATIVE RESPONSIBILITIES:

8. Types and proofs correspondence, tabular data, articles, and other material from rough draft, dictating machines, various other source data, and instructions. Records minutes of meetings of area or college, transcribes, and distributes same. Work requires great attention to detail, accuracy, and understanding of content of material.
9. Composes correspondence requiring judgment in the application of policies and procedures in both the assigned and related work areas.
10. Collects and compiles data for specialized reports requiring some informational search and knowledge of the operations of both the assigned and related work areas and college operations. May determine report format and content.
11. Reviews inquiries and otherwise represents assigned and related work areas exercising discretion in obtaining and providing factual, interpretive, and confidential information related to assigned and related work areas and college operations.
12. Maintains records on personnel, budgetary, and purchasing transactions of area; verifies statements, requests, and forms that are submitted for authorization; maintains other files as needed.
13. Participates in budget preparation including assisting with calculation of projected costs and expenses necessary for the area, grant proposals, and other related financial accounts. Assists in review of budget requests from divisions within the area.
14. Arranges for meetings and conferences for the area or college, including preparing an agenda, assembling, and distributing data required for coverage of the agenda items, and other information required in follow-up. Make travel arrangements as required. Meetings often require collaboration with public and private officials.

Secretary IV

Page 2

15. Interviews, recommends for hiring, and supervises the training of secretarial/clerical personnel, supplemental, and student employees. Checks and evaluates performance, makes recommendations with respect to personnel actions.
16. Maintains current knowledge of secretarial/office practice profession.

QUALIFICATIONS:

Two years post-secondary coursework in business or related area plus one to three years related secretarial experience; associate's degree strongly preferred. Sixty wpm keyboarding skills, word processing skills, ability to use spreadsheet programs and other computer applications. Knowledge of business English and business math. Ability to effectively communicate verbally and in writing.

TYPICAL SUPERVISION GIVEN:

Support staff, supplemental staff and/or student employees.

TYPICALLY SUPERVISED BY:

Administrative or professional staff.

CLASSIFICATION DESCRIPTION

Title: **SECRETARY III**
Level: 4
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs secretarial work involving recurring contact with administrators, faculty, staff, students, and/or the public. Duties require exercising discretion in obtaining and providing factual and confidential information requiring knowledge of the assigned division. Duties involve the use of electronic word/processing equipment and standard office equipment.

REPRESENTATIVE RESPONSIBILITIES:

1. Types and proofs correspondence, tabular data, articles, and other material from rough draft, dictating machines, various other source data and instruction. Records minutes of division or area meetings, transcribes, and distributes same.
2. Composes routine correspondence which may require interpretation of policies and procedures of the division.
3. Collects and compiles data for reports as directed requiring some informational search and knowledge of the operations of the division.
4. Reviews inquiries, receives calls and callers, and otherwise represents the division exercising discretion in obtaining and providing factual and confidential information related to division operations.
5. Maintains records on personnel, budgetary, and purchasing transactions; verifies divisional statements; maintains general files and a variety of other office records such as student and personnel records.
6. Participates in budget preparation, including gathering information regarding projected office operation or routine costs.
7. Initiates standard forms and documents such as personnel action sheets, contracts purchase orders, and invoices for signature of director.
8. Arranges for meetings and conferences for the division including preparing an agenda for review. Assembles and distributes data required for coverage of the agenda items, and other information required in follow-up. Maintains appointment schedules, arranges for meetings and conferences, may make travel arrangements and prepare expense vouchers.

Secretary III

Page 2

9. May interview, recommend for hiring, and supervise the training of supplemental and/or student employees; checks and evaluates the performance of same; brings problems to attention of supervisor. May assign, coordinate and review the work of other secretarial/clerical personnel for conformance to established guidelines.

QUALIFICATIONS:

One year post-secondary coursework in business or related area plus one to two years office experience; associate's degree preferred. Sixty wpm keyboarding skills plus word processing and general computer skills. Knowledge of business English and business math. Ability to effectively communicate verbally and in writing.

TYPICAL SUPERVISION GIVEN:

May supervise student and/or supplemental employees. May have functional supervision of other support staff.

TYPICALLY SUPERVISED BY:

Administrative, professional, or technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **SECRETARY II**
Level: 3
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs secretarial work involving contact with the public, faculty, staff, and/or students. Duties require exercising discretion in obtaining and providing factual and confidential information requiring knowledge of the assigned department. Duties involve the use of electronic word/data processing equipment and standard office equipment.

REPRESENTATIVE RESPONSIBILITIES:

1. Types and proofs correspondence, minutes of meetings, tabular data, reports, examinations, articles, and other material from rough draft, dictating machines, various other source data, and instructions.
2. Drafts routine correspondence to provide or request factual information for the department.
3. Receives calls and callers for the department. Responds to requests for information which requires exercising discretion in obtaining and providing factual and confidential information related to department operations.
4. Maintains records on personnel, budgetary, and purchasing transactions; verifies departmental statements; maintains general files and a variety of other office records such as student and personnel records.
5. Compiles information as requested for the budgeting process.
6. Makes arrangements for meetings and conferences of the department including typing an agenda, assembling and distributing data required for coverage of the agenda items, and other information required in follow-up.
7. Makes travel arrangements and prepares expense vouchers.
8. Opens, logs, and distributes mail. Duplicates and distributes requested information.
9. May provide functional supervision to student employees.

QUALIFICATIONS:

High school diploma with business courses plus one to two years office experience. One year post-secondary coursework in business or related area strongly preferred. Fifty wpm keyboarding skills plus word processing skills. Knowledge of business English and business math. Ability to communicate effectively verbally.

TYPICAL SUPERVISION GIVEN: May supervise student employees.

TYPICALLY SUPERVISED BY: Administrative, professional, technical/paraprofessional or other support staff.

CLASSIFICATION DESCRIPTION

Title: **SECRETARY I**
Level: 2
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs secretarial work such as typing routine correspondence, greeting customers, maintaining records, and obtaining and providing factual information requiring knowledge of the policies and procedures of the assigned program. Duties may involve the use of electronic word/data processing equipment and standard office equipment.

REPRESENTATIVE RESPONSIBILITIES:

1. Types and proofs correspondence, minutes of meetings, tabular data, reports, examinations, articles, and other material from rough draft, dictating machines, various other source data, and instructions.
2. Greets customers, receives and refers calls and callers, and takes messages. Responds to questions and provides factual information related to operations of the program.
3. Maintains general files, account records, and a variety of other office records as directed. May tabulate information from such records as requested.
4. Makes arrangements for meetings of the program, including typing an agenda, copying, and distributing materials.
5. May perform straight typing and/or word processing for various areas of the college.
6. Duplicates and distributes requested information.
7. Assists other support staff as required.
8. Opens and distributes mail.

QUALIFICATIONS:

High school diploma with business courses plus six months to one year office experience. Forty-five wpm keyboarding skills plus word processing skills. Knowledge of business English and business math. Ability to follow instructions, communicate effectively, and work with detail.

TYPICAL SUPERVISION GIVEN:

None

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional staff, or other support staff.

CLASSIFICATION DESCRIPTION

Title: **BOOKKEEPER II**
Level: 5
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performance of all bookkeeping functions related to a major specific business, accounting, or financial system. Provides supervision to other support staff and student employees.

REPRESENTATIVE RESPONSIBILITIES:

1. Provides information verbally and in writing relative to area of assignment and financial operations in general requiring judgment and interpretation of policies and procedures of assigned and related work areas.
2. Responsible for specific bookkeeping functions for a major college area (i.e. accounting, payroll, receivables, payables, student billings) including organization of records, development and recommendation of procedures, checking output, and supervising daily operations.
3. Verifies expenditures and credits with statements of accounts.
4. Receives and processes bills, organizes and approves such.
5. Maintains records and monitors disbursements.
6. Computes monthly, quarterly, and annual costs and completes year-end billings or reports.
7. Supervises coding and maintenance of financial records.
8. Reconciles statements. Personally follows up on problems, discrepancies, and non-conformance to policy.
9. Participates in the interviewing, hiring, training, and evaluating of support staff and student employees.

QUALIFICATIONS:

Two years post-secondary coursework in business/accounting. Three years bookkeeping experience. Ability to communicate with users of service verbally and in writing. Typing and data entry skills; ability to use spreadsheet programs and other computer applications. Strong math skills.

TYPICAL SUPERVISION GIVEN: Support staff and/or student employees.

TYPICALLY SUPERVISED BY: Administrative, professional, or technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **BOOKKEEPER I**
Level: 4
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs bookkeeping, payroll and/or budget functions for a specialized financial operation of the college.

REPRESENTATIVE RESPONSIBILITIES:

1. Provides information to students, staff, and the public concerning the specialized financial area. Contacts require discretion in providing factual and confidential information requiring knowledge of the assigned financial operation.
2. Processes records and transactions in a specialized area, requiring interpretation and application of policies and procedures of the division.
3. Initiates requisitions and vouchers, maintains records and/or accounts. Reconciles monthly statements and balances accounts or reports.
4. Assists in preparing monthly, quarterly, and annual reports.
5. Enters information into computer records, runs standard and specialized reports from data base. Verifies accuracy of reports.
6. Follows up on discrepancies and errors to determine source of problems.
7. Assigns, monitors, coordinates, and reviews work by student employees and other support staff.
8. Composes routine correspondence related to work area.

QUALIFICATIONS:

High school diploma plus one year post-secondary coursework in accounting or related field; associate's degree preferred in business/accounting. One to three years experience in bookkeeping position. Typing and data entry skills. Strong math skills.

TYPICAL SUPERVISION GIVEN:

Student or supplemental staff; may have functional supervision of support staff.

TYPICALLY SUPERVISED BY:

Professional or technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **BOOKKEEPER ASSISTANT II**
Level: 3
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs bookkeeping work according to established guidelines in assigned accounting/financial area requiring interpretation and application of policies and procedures.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and greets and assists public as needed. Responds to requests for factual information requiring knowledge of policies and procedures of work area.
2. Makes arithmetic calculations.
3. Enters financial/accounting information into computer records. Prints reports, orders, checks, forms, and verifies that they have run correctly.
4. Codes, tabulates, and assembles fiscal, statistical, and related data. Examines and verifies documents for completeness and accuracy.
5. Gathers, collates, classifies, and posts financial/accounting data requiring interpretation of procedures. Verifies accuracy. Brings any unusual discrepancies to attention of supervisor. Follows up on variances.
6. Sorts and routes mail.
7. Files forms and other records.
8. Operates office machines, including copier and calculator.

QUALIFICATIONS:

High school diploma with coursework in bookkeeping, data entry. Three years bookkeeping experience. Knowledge of basic business math. Ability to operate office machines, including calculator and data entry terminal. Accuracy and attention to detail.

TYPICAL SUPERVISION GIVEN:

None

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional, or other support staff.

CLASSIFICATION DESCRIPTION

Title: **BOOKKEEPER ASSISTANT I**
Level: 2
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under direct supervision, performs bookkeeping work as assigned where work is subject to check and errors are readily detected. Enters data in computer system.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and greets and assists public as needed.
2. Makes routine arithmetic computations.
3. Enters financial data into computer system. Prints standard documents.
4. Records and posts numerical values according to guidelines.
5. Checks data for accuracy. Brings discrepancies to attention of supervisor.
6. Files records.
7. Operates office machines, including copier and calculator.

QUALIFICATIONS:

High school diploma with one to two years experience in bookkeeping/data entry. Ability to accurately perform repetitive detail work. Knowledge of basic business math.

TYPICAL SUPERVISION GIVEN:

None.

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional, or other support staff.

CLASSIFICATION DESCRIPTION

Title: **CLERK III**
Level: 3
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs clerical work requiring interpretation, judgment, and application of policies and procedures.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and refers calls to appropriate persons. Greets and assists public. Provides information related to assigned area, requiring knowledge and interpretation of policies and procedures.
2. Posts and processes data according to general guidelines requiring some interpretation of policies and procedures. Checks data for accuracy. May utilize computer for posting and retrieval of data. Personally follows up on problems and discrepancies.
3. Maintains files, reports, and correspondence as assigned.
4. Provides general office coverage.
5. Initiates standard forms and orders for supplies for office area.
6. Sorts and routes mail for division.
7. Generates reports as assigned requiring knowledge of database using computer or standard office equipment.

QUALIFICATIONS:

High school diploma; associate's degree in business preferred. Three years experience in business, data entry, or general office practice.

TYPICAL SUPERVISION GIVEN:

May supervise student or supplemental employees.

TYPICALLY SUPERVISED BY:

Administrative, professional, or technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **CLERK II**
Level: 2
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, performs clerical work such as posting, processing, and coding data, and filing.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and refers calls to appropriate persons. Greets and assists public. Provides factual information to customers.
2. Posts and processes data according to standard procedures. Checks data for accuracy and completeness. May utilize computer for data entry and retrieval.
3. Sorts and files reports, mail, and correspondence.
4. Provides general office coverage. Operates standard office equipment.
5. Prints standard reports. Completes forms.
6. Makes routine arithmetic calculations.

QUALIFICATIONS:

High school diploma with coursework in office practice. One year general office experience including work with typewriter or computer terminal.

TYPICAL SUPERVISION GIVEN:

None.

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional, or support staff.

CLASSIFICATION DESCRIPTION

Title: **CLERK I**
Level: 1
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under direct supervision, performs repetitive work as assigned where work is subject to check and errors are readily detected. May involve use of computer.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and refers calls to appropriate persons. Greets and assists public as needed.
2. Makes routine arithmetic computations.
3. Sorts and files reports and correspondence as assigned.
4. Gathers, collates, or classifies information not requiring independent judgment or interpretation of policy.
5. Sorts and routes mail.
6. Operates standard office equipment, including copier, telephone, typewriter, computer terminal.

QUALIFICATIONS:

High school diploma. Up to six months general office experience. Ability to perform repetitive detail work accurately.

TYPICAL SUPERVISION GIVEN:

None

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional, or support staff.

CLASSIFICATION DESCRIPTION

Title: **CASHIER II**
Level: 4
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under general supervision, provides efficient and courteous cashiering services to the public. Supervises student employees or support staff.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones. Greets and assists public. Interprets or explains policies or procedures of area.
2. Enters payments into computer or cash register, processes checks and credit card charges.
3. Reconciles daily cash receipts/payments. Follows up on discrepancies.
4. Maintains records necessary for office.
5. Initiates orders for supplies for work area. Verifies orders received and personally follows up with vendor on problems.
6. Assists in hiring, scheduling, interviewing, training, and evaluating of student employees. May coordinate work of support staff of work unit.

QUALIFICATIONS:

High school diploma plus one year post-secondary coursework in accounting, business, computers, or data processing. One to three years experience in bookkeeping or cashiering. Ability to communicate with the public. Ability to use office equipment.

TYPICAL SUPERVISION GIVEN:

Student employees. May have functional supervision of support staff.

TYPICALLY SUPERVISED BY:

Professional or technical/paraprofessional staff.

CLASSIFICATION DESCRIPTION

Title: **CASHIER I**
Level: 2
Category: Support

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Under direct supervision, provides efficient and courteous cashiering services to the public. Provide clerical support and perform miscellaneous office functions.

REPRESENTATIVE RESPONSIBILITIES:

1. Answers phones and refers calls to appropriate persons. Provides factual information as requested. Greets and assists public, staff, and students.
2. Makes routine arithmetic computations.
3. Receives and receipts cash, checks, charges, and other financial instruments from customers. Prepares cash reconciliation.
4. Gathers, collates, classifies, and posts information by hand or utilizing computer terminal or cash register.
5. Types documents, completes forms as needed.
6. Sorts and routes mail.
7. Checks forms, shipments, inventories, and lists against established requirements.

QUALIFICATIONS:

High school diploma with coursework in business, computers, data processing. Six months experience in bookkeeping or cashiering. Ability to greet the public. Ability to use office equipment.

TYPICAL SUPERVISION GIVEN:

None.

TYPICALLY SUPERVISED BY:

Professional, technical/paraprofessional staff or other support staff.

POSITION RESPONSIBILITY POINT SYSTEM

The Position Responsibility Point System was used as the basis for assigning classifications to levels. A copy of the system may be viewed in the Human Resources office. This system has weights assigned to various job factors as follows:

<u>FACTOR</u>	<u>WEIGHT</u>
JOB COMPLEXITY AND OPERATING FREEDOM	27%
Type of assignment, advice given, frequency of work review, access to authoritative advice, precedents available, external regulations, freedom to select methods, work priorities, equipment use, technical skills, decision making, sensitive information, innovation, and creativity.	
INTERACTION WITH OTHERS	10%
Faculty, students, administration, public, other offices.	
SUPERVISION OF OTHERS	17%
Support, administrative/professional, maintenance/custodial, students, others.	
WORKING CONDITIONS	6%
Additional hours, travel requirements, exposure to danger, unpleasant conditions, physical effort.	
QUALIFICATIONS	20%
Education, experience, special coursework, certification or licensure.	
OVERALL IMPACT ON COLLEGE	20%
Impact of final recommendations, effects of errors, impact on financial performance, planning and strategy development.	

CLASSIFICATION CHART

Administrative Staff

An identification of the full-time equated number of non-instructional salaried employees whose assignments require primary (and major) responsibility for management of the institution, or a customarily recognized department or subdivision of it. Assignments require the performance of work directly related to management policies or general business operations of the institution, department or subdivision. It is assumed that assignments in this category customarily and regularly require the incumbent to exercise discretion and independent judgment, and to direct the work of others.

	<u>Level</u>
Dean/Chief Administrator	4
Division Director	3
Department Head	2
Program Manager	1

Professional Staff

Persons employed for the primary purpose of performing academic support, student service, and institutional support activities, whose assignments would require either college graduation or experience of such kind and amount as to provide a comparable background. Includes employees such as librarians, accountants, persons who sell educational services, student personnel employees, counselors, systems analysts, and coaches.

	<u>Level</u>
Coordinator III	4
Counselor	4
Coordinator II	3
Specialist II	3
Technical Specialist III	3
Coordinator I	2
Advisor II	2
Advisor I	1
Specialist I	1

Technical/Paraprofessional

An identification of the number of full-time equated employees whose assignments require specialized knowledge or skills which may be acquired through experience or academic work. May include persons who perform some of the duties of a professional in a supportive role, which usually requires less formal training and/or experience than normally required for professional status. Includes computer programmers and operators, drafters, engineering aides, dieticians, photographers, radio operators, scientific assistants, technical illustrators, and similar occupational categories which are institutionally defined as technical assignments.

	<u>Level</u>
Technical Specialist II	4
Technical Specialist I	3
Technician II	2
Paraprofessional	2
Executive Assistant	2
Technician I I	
Technical Assistant II	1

Support Staff

Persons whose assignments typically are associated with clerical activities or are specifically of a secretarial nature. Includes personnel who are responsible for internal and external communications, recording and retrieval data (other than computer programmers) and/or information and other paperwork required in an office, such as bookkeepers, stenographers, clerk-typist, office-machine operators, statistical clerks, payroll clerks, etc. Also includes sales clerks such as those employed full-time in the bookstore, and library clerks who are not recognized as librarians.

	<u>Level</u>
Secretary IV	5
Bookkeeper II	5
Bookkeeper I	4
Cashier II	4
Secretary III4	
Bookkeeper Assistant II	3
Clerk III	3
Secretary II	3
Bookkeeper Assistant I	2
Cashier I	2
Clerk II 2	
Secretary I	2
Clerk I	1
Technical Assistant I	1

POSITION PLACEMENT PROCEDURES

Requesting Position Placement or Review

To request a review of the classification of an existing staff position or to request placement of a new position, the following procedure will be used. It is intended that all steps in this procedure will be completed as expeditiously as possible.

1. Either a Job Description Questionnaire (located at S:\Human Resources\ Public\ Forms\ JOBDESC.doc), or a revised version of the current job description using strike through for deleted language and bold for new language, must be completed and emailed to HR for reformatting. Human Resources has most job descriptions on file. Before you start the process of answering the job description questionnaire, please call HR at 995-1143 to see what we have to get you started.
2. A Request for Position Classification Review form, (located at S:\Human Resources\ Public\ Forms\Request for Position Classification Review.doc) must be completed, which assists in tracking the review and placement process. This document must be signed by the appropriate supervisor, executive officer and/or vice president and forwarded to Human Resources before the review will be scheduled with the Classification and Compensation Committee (3Cs).
3. The Director of Human Resources will review the materials to decide whether or not 3Cs will review the position. Typically the supervisor presents their case directly to 3Cs. The 3C's Committee will review the position for placement and make a recommendation to the Director of Human Resources. In instances where 3Cs feels that they do not have enough information to make a decision, Human Resources and one of the 3Cs members will interview the supervisor and incumbent and present the results to 3Cs for further consideration and 3C's recommendation to the Director of Human Resources.
4. Human Resources will notify the supervisor and executive officer and/or vice president requesting the position classification review of the decision and rationale.

Implementation

If the review results in a change in classification for an individual, the effective date of the change will be the first payroll after the Director of Human Resources has approved the change.

Salary increase guidelines for a newly promoted employee currently earning a salary higher than the minimum of the new salary range will maintain his/her current salary and may be authorized to receive a promotional increase if funds are available. Such authorization must be approved by Human Resources. Promotions usually result in an increase to the current salary not to exceed five percent or placement on the step closest to, but not less than, the current salary not to exceed five percent. The supervisor may request an exception with the approval of the executive officer and/or vice president and the Director of Human Resources.

**Northwestern Michigan College
Job Description Questionnaire**

Working Title:

Classification:

Level:

Catego Administrative Professional Tech/Para Support Staff
 Maintenance/Custodial Supplemental Student Faculty Adjunct
y
:

Department:

Reports To:

Human Resources has the College job descriptions on file. Call HR at X5-1143. This questionnaire is available on the Human Resources Public drive at: *S:\Human Resources\Public\Forms\JOBDESC.doc*. Email the completed questionnaire to lhodek@nmc.edu when completed so we can reformat.

SUMMARY/GENERAL PURPOSE OF JOB. Briefly describe the job's primary purpose or contribution to the area or College.

ESSENTIAL DUTIES AND KEY RESPONSIBILITIES. List the job's 3-6 Key Responsibilities (the critical duties or most important functions) as main headings. Under each Key Responsibility, list the specific tasks of the job that relate to it. *(Ideally, this form should be completed electronically and sent via e-mail to Human Resources - call us at 995-1143 on how to do this!)*

Example of Essential Duties and Key Responsibilities:

Office Receptionist

- Answer multi-line phones for department
- Greet visitors to office, providing information and direction
- Respond to requests for information, exercising discretion in obtaining and providing factual and confidential information

EDUCATION and/or EXPERIENCE - CRITICAL SUCCESS FACTORS AND SKILLS. The level of education and/or experience needed to successfully accomplish the essential duties of this job will be determined through the classification process. Please create the critical success factors and skills needed for this position. These points are crucial for the posting of this position in the future, so we would like you to write your job description with this in mind.

Make a list of the detailed ideal candidate specifications. Boil that list down to the 5-7 key skills/success factors/competencies which are most important. Determine what is "required" for the person holding this position (you wouldn't hire a person without it), and what might be "preferred" or "a plus". Use this language in the Education and/or Experience section of your job description.

Example of Critical Success Factors and Skills:

Some coursework in research methods and statistical analysis is preferred. Mastery of or ability to learn software and computer skills including integration of multiple word processing programs, databases, spreadsheets required; data analysis (e.g., SPSS, Snap) and presentation software. Must be able to convert data and statistics to graphics. Attention to detail and good analytical skills are essential. Must have a clear understanding of sound research methodology. The ability to communicate effectively with colleagues and constituents of varying technical backgrounds is expected. This position requires excellent verbal communication skills, with the ability to develop rapport quickly, speak and listen effectively, and the ability to give succinct feedback.

SUPERVISORY RESPONSIBILITIES:

Does this job have supervisory responsibilities? ___Yes ___No
If yes, how many employees are directly supervised by this job?

Regular NMC Employees: _____
Supplemental/Temporary: _____
Student Employees: _____ Total: _____

What are the names of the departments supervised by this job _____

CERTIFICATES, LICENSES, REGISTRATIONS. List the licenses, certificates, or registrations that are required to perform the essential duties of this job.

**SUMMARY OF SKILLS, ABILITIES, WORKING CONDITIONS
AND PHYSICAL REQUIREMENTS**

The American with Disabilities Act (ADA) and other legislation has made it important that we have a clear idea of the following areas.

Please select the level which most closely represents the position requirements. Feel free to change, add, and/or delete content.

LANGUAGE SKILLS. Select the level of language (ability to read, write, and speak) needed to successfully accomplish the essential duties of this job.

- ___ Level 1: Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.
- ___ Level 2: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- ___ Level 3: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- ___ Level 4: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- ___ Level 5: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.
- ___ Level 6: Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS. Select the level of mathematical skills and abilities needed to successfully accomplish the essential duties of this job.

- ___ Level 1: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- ___ Level 2: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- ___ Level 3: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- ___ Level 4: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- ___ Level 5: Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.
- ___ Level 6: Ability to comprehend and apply principles of advanced calculus, modern algebra, and advanced statistical theory. Ability to work with concepts such as limits, rings, quadratic and differential equations, and proofs of theorems.

REASONING ABILITY. Select the level of reasoning skills and abilities needed to successfully accomplish the essential duties of this job.

- ___ Level 1: Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- ___ Level 2: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- ___ Level 3: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- ___ Level 4: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- ___ Level 5: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- ___ Level 6: Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

PHYSICAL DEMANDS:

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand				
Walk				
Sit				
Use hands to finger, handle, or feel				
Reach with hands and arms				
Climb or balance				
Stoop, kneel, crouch, or crawl				
Talk or hear				
Taste or smell				

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				
Up to 25 pounds				
Up to 50 pounds				
Up to 100 pounds				
More than 100 pounds				

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements.**

Make notes on the specific job duties that require the physical demands selected above.

WORK ENVIRONMENT:

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet/humid conditions (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much noise is typical for the work environment of this job? Check the appropriate level below.

- Very quiet (examples: forest trail, isolation booth for hearing test)
- Quiet (examples: library, private office)
- Moderate noise (examples: business office with computers and printers, light traffic)
- Loud (examples: metal can manufacturing department, large earth-moving equipment)
- Very loud (examples: jack hammer work, front row at rock concert)

Make notes on the specific job duties that are affected by the environmental conditions selected above.

ADDITIONAL INFORMATION. Include any other information that will aid in the preparation of an accurate description of this job.

QUESTIONNAIRE PREPARED BY:

Name: _____ Date: _____

Title: _____

Basis for knowledge of job: Hold job now Supervise job Other, explain:



Northwestern
Michigan
College

NORTHWESTERN MICHIGAN COLLEGE REQUEST FOR POSITION CLASSIFICATION REVIEW

CURRENT

Working Title	3C's Classification	Salary Scale and Level
---------------	---------------------	------------------------

PROPOSED

Working Title	3C's Classification	Salary Scale and Level
---------------	---------------------	------------------------

Check one: Is this a New Position? _____ Existing Position? _____

Name of person in the job now? _____
Area _____

SUPERVISORY RECOMMENDATION FOR REVIEW

Signature: _____ Date: _____

RECOMMENDATION OF DIVISION DIRECTOR OR DISCIPLINE LEADER

We have reviewed this request for potential budget impact (Yes/No): _____

We do ___ do not ___ have funds available if a salary increase is justified.

Signature: _____ Date: _____

RECOMMENDATION OF EXECUTIVE OFFICER

Signature: _____ Date: _____

RECOMMENDATION OF VICE PRESIDENT

Signature: _____ Date: _____

RECOMMENDATION OF 3C'S

Working Title	3C's Classification	Salary Scale and Level
---------------	---------------------	------------------------

Rationale:

Director of Human Resources (3C's Chair) _____ Date _____

A new/revised job description is required for all classification reviews. Positions with existing job descriptions must be revised using strikethrough for deleted language and bolding for new language. For new positions, a Job Description Questionnaire must be completed please contact Lori Hodek at lhodek@nmc.edu or 5-1143. Human Resources will create the job description on the software designed for this purpose, contact you for changes, and will approve final job description to be used for the classification review.

MAINTENANCE OF THE ADMINISTRATIVE, PROFESSIONAL, AND TECHNICAL/PARAPROFESSIONAL STAFF SALARY SCHEDULES

I. SALARY RANGES

A separate salary schedule is established for each staff category of administrative, professional, and technical/paraprofessional. Salary ranges within those categories reflect two basic considerations:

- A. external equity (a survey of prevailing compensation levels for comparable positions in NMC's peer community colleges), and
- B. internal equity (the internal salary level assignment of each position).

Thus, utilization of the ranges will help ensure that salary levels for staff positions are competitive and equitable both internally and externally.

II. SALARY RANGE MINIMUMS

Salary range minimums represent the lowest base salary which NMC feels is justified for a specific job. An incumbent in a position should be paid at least the established minimum salary on an annualized basis for the position's assigned salary level.

III. SALARY RANGE MAXIMUMS

Salary range maximums represent the highest base salary which NMC believes it should pay to have a specific job performed.

An employee with a salary at or over the top of the level shall receive the difference between the total salary increases and the top of the salary range as a one-time lump sum paid in the first pay of the new fiscal year. This payment is not included in the base pay for future calculations.

- A. through promotion to a classification in a higher level
- B. through normal increases at a later date assuming salary ranges are adjusted upwards periodically.

IV. STARTING SALARIES

A newly hired or newly promoted employee should typically be paid at an annualized rate which is at or near the minimum of the appropriate salary range. Four exceptions are noted below:

A. **Exceptional Qualifications Guidelines:**

A person with exceptional qualifications may receive a higher salary rate in accordance with the following guidelines:

1. A newly hired employee can be paid a starting salary up to the top of the first quarter of the appropriate salary range with a request to the Director of Human Resources on the Recommendation to Hire form.
- 1b. A promoted employee can be paid an increase in salary up to the top of the first quarter of the appropriate salary range with a request to the Director of Human Resources on the Personnel Action Sheet.
- 2a. A newly hired employee can be paid a starting salary up to the top of the first half of the salary range with the advance approval of the executive officer, Vice President responsible for the area, and the Director of Human Resources on the Recommendation to Hire form.
- 2b. A promoted employee can be paid an increase in salary up to the top of the first half of the salary range with the advance approval of the executive officer, Vice President responsible for the area and the Director of Human Resources on the Personnel Action Sheet.
- 3a. A newly hired employee can be paid a starting salary over the top of the first half of the salary range with the advance approval of the executive officer, Vice President responsible for the area, the Director of Human Resources, and the President or the President's designee on the Recommendation to Hire form.
- 3b. A promoted employee can be paid an increase in salary over the top of the first half of the salary range with the advance approval of the executive officer, Vice President responsible for the area, the Director of Human Resources, and the President or the President's designee on the Personnel Action Sheet.
4. Newly hired classified employees that have not worked a minimum of three months (April through June) will receive a prorated percent increase based on the number of weeks worked between April 1 and June 30.

B. **Market-Impact Positions**

Unusual job market conditions may occasionally necessitate utilization of higher starting rates for specific positions. Supervisors of areas where market conditions may necessitate an adjustment for existing positions should prepare documentation and requests for the review of the Director of Human Resources.

These adjustments must be reviewed and approved in advance by the executive officer responsible for the area and the Director of Human Resources.

C. **Current Salary Level**

A newly promoted employee currently earning a salary higher than the minimum of the new salary range will maintain his/her current salary and may be authorized to receive a promotional increase if funds are available. Such authorization must be approved by Human Resources. Promotions usually result in placement on the current salary scale not to exceed five percent. The supervisor may request an exception with the approval of the executive officer, Vice President, and the Director of Human Resources.

All exceptions to standard starting salary practices will be documented, including verification of exceptional qualifications or market-impact conditions as appropriate.

V. SALARY SCHEDULE ADJUSTMENTS

The Board of Trustees has adopted the long-range goal of employing the very best people available and guaranteeing them compensation levels consistent with employees of those institutions with whom NMC competes for services. Market conditions may require expansion of the number of institutions included in this group.

To achieve this goal, the following process will be utilized:

The Staff Salary Study Committee shall annually conduct a comparison study of NMC's peer organizations and make a recommendation on annual salary increase levels for administrative, professional, technical/paraprofessional, and support staff positions.

Every three years, more extensive benchmark surveys shall be conducted to compare external equity. These surveys may be conducted by NMC, contracted through consultants and/or use appropriate salary surveys from various sources. Examples include College and University Professional Association for Human Resources (CUPA-HR), Michigan Community College Human Resources Association (MCCHRA), and American Society of Employers (ASE).

A. Peer Organizations for Annual Salary Increase

Peer organizations for administrative, professional, and technical/paraprofessional positions shall be those twelve Michigan community colleges, six above and six below NMC (per the most recent available state ACS data), in total revenue (budget) and three local organizations in which comparable positions may be found. For purposes of consistency, the same peer organizations will normally be used for at least three years.

B. Annual Salary Increase Level

The previous year total salary increase percentages for the comparison organizations will be obtained and averaged, excluding those organizations that are two standard deviations from the average using those institutions that fall within two standard deviations. The salary increase percentage recommended for the coming year will be that average. This will ensure that NMC's salary scales remain competitive.

C. Equity Comparison

The competitive position for NMC has been established by the Board of Trustees as the third quartile (above the average) of the comparables peers. Salary range midpoints are used as the measures of comparison.

VI. DISTRIBUTION OF SALARY INCREASES

Each year the President, in consultation with the Director of Human Resources, the Total Compensation Committee, Planning Budget Council, and other administration as appropriate, will establish and publish the specific recommendations for distributing these monies.

Employees whose overall performance meets or exceeds expectations should move up in their respective salary ranges. Employees whose overall performance does not meet expectations will not advance during the following fiscal year.

The complete compensation plan can be found on our website at <http://www.nmc.edu/hr/> by clicking on *Faculty/Staff Information* and *Classification & Compensation Plan*.

MAINTENANCE OF THE SUPPORT STAFF SALARY SCHEDULES

I. SALARY RANGES

Salary ranges reflect two basic considerations:

- A. a survey of prevailing compensation levels for comparable positions in NMC's peer organizations, and
- B. the internal salary level assignment of each position.

Thus, utilization of the ranges will help ensure that salary levels for staff positions are competitive and equitable both internally and externally.

II. SALARY RANGE MINIMUMS

Salary range minimums represent the lowest salary which NMC feels is justified for a specific job. An incumbent in a position should be paid at least the established minimum salary on an annualized basis for the position's assigned salary level.

III. SALARY RANGE MAXIMUMS

Salary range maximums represent the highest salary which NMC believes it should pay to have a specific job performed.

An employee with a salary at or over the maximum shall not receive additional salary increases above the top of the range. Support Staff on step 10 of the scale may also be eligible for Valued Service, a lump sum payment tied to professional development. (See HR policy D-739.02) He or she could receive additional increases in one of two ways:

- A. through promotion to a classification in a higher level
- B. through normal increases at a later date assuming salary ranges are adjusted upwards periodically.

IV. STARTING SALARIES

A newly hired or newly promoted employee should typically be paid at an annualized rate which is at or near the minimum of the appropriate salary range.

A. Exceptional Qualifications

1. A newly hired or promoted employee can be paid a higher starting salary with advance approval from the Director of Human Resources.
- 2a. Newly hired classified employees that have not worked a minimum of three months (April through June), will not be stepped up when the new scale is effective July 1. They will, however, receive the scale increase applied to their step effective July 1.

2b. Promoted employees that have not worked in their new classification for a minimum of three months (April through June); will not be stepped up if their promotional increase exceeded three percent. They will, however, receive the scale increase applied to their step effective July 1.

B. Market-Impact Positions

Unusual job market conditions may occasionally necessitate utilization of higher starting rates for specific positions.

These adjustments must be reviewed and approved in advance by the executive officer responsible for the area, the Director of Human Resources.

C. Current Salary Level

A newly promoted employee currently earning a salary higher than the minimum of the new salary range will maintain his/her current salary and may be authorized to receive a promotional increase if funds are available. Such authorization must be approved by the Director of Human Resources.

Promotions usually result in placement on the step closest to, but not less than, the current salary not to exceed five percent. The supervisor may request an exception with the approval of the executive officer and the Director of Human Resources.

All exceptions to standard starting salary practices will be documented, including verification of exceptional qualifications or market-impact conditions as appropriate.

A. Peer Organizations

Peer organizations for support staff shall be those nine selected local organizations with which NMC competes for the best people available. Three regional community colleges will also be included because of similarity in services and positions, regional economics, and location. For purposes of consistency, the same peer organizations will normally be used for at least three years.

B. Annual Salary Increase Level

The previous year total salary increase percentages for the comparison organizations will be obtained and averaged. The salary increase percentage recommended for the coming year will be that average of total increases adjusted by the NMC step increment to arrive at the percent of increase to the scale. This will ensure that NMC's salary scales remain competitive.

C. Equity Comparison

The competitive position for NMC has been established by the Board of Trustees.

With respect to compensation and benefits to employees, the President:

1. Shall establish salary and benefits plans which are competitive for the skills and services employed and allow the college to employ the best people available within its financial means.

2. Shall establish personnel staff policies and procedures which clarify terms and conditions of employment.

V. DISTRIBUTION OF SALARY INCREASES

Each year the President, in consultation with the Director of Human Resources, the Total Compensation Committee, Planning Budget Council, and other administration as appropriate, will establish and publish the specific recommendations for distributing these monies. Employees whose overall performance meets or exceeds expectations should move up in their respective salary ranges. Employees whose overall performance does not meet expectations will not advance during the following fiscal year.

The complete compensation plan can be found on our website at <http://www.nmc.edu/hr/> by clicking on *Faculty/Staff Information* and *Classification & Compensation Plan*.

Northwestern Michigan College

2012-13 SALARY SCHEDULES

Administrative
Professional
Technical/Paraprofessional
Support Staff



Northwestern Michigan College

Staff Salary Schedules

2012 -2013

	Technical/Paraprofessional Annual Salary				Professional Annual Salary				Administrative Annual Salary			
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Maximum	37,172	40,929	48,559	56,808	52,803	61,341	66,861	72,293	63,872	76,083	85,580	100,739
Fourth Quarter												
	34,288	37,754	44,251	51,214	48,119	54,769	59,697	64,547	57,029	67,932	76,411	89,946
Third Quarter												
Mid-Point	31,404	34,578	39,943	45,619	43,435	48,197	52,533	56,801	50,185	59,780	67,242	79,152
Second Quarter												
	28,520	31,403	35,636	40,024	38,751	41,625	45,370	49,056	43,342	51,628	58,073	68,359
First Quarter												
Minimum	25,636	28,227	31,328	34,429	34,066	35,052	38,206	41,310	36,498	43,476	48,903	57,565

Technical/Paraprofessional Staff
Salary increase over 11-12 is 2.91%

Professional Staff
Salary increase over 11-12 is 2.90%

Administrative Staff
Salary increase over 11-12 is 2.57%

Levels are divided in quarters of the scale range for illustrative purposes.



Northwestern Michigan College

Support Staff Salary Schedule

2012-13

STEP	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
10	13.60	14.75	15.87	17.02	18.14
9	13.17	14.28	15.36	16.48	17.55
8	12.75	13.82	14.87	15.94	17.00
7	12.34	13.38	14.39	15.44	16.46
6	11.95	12.95	13.94	14.95	15.93
5	11.57	12.54	13.49	14.46	15.42
4	11.20	12.14	13.06	14.00	14.92
3	10.84	11.75	12.64	13.56	14.45
2	10.49	11.37	12.23	13.13	13.99
1	10.15	11.01	11.84	12.71	13.54

ANNUAL SALARY					
STEP	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
10	26,519.71	28,763.07	30,946.34	33,189.69	37,731.16
9	25,678.45	27,841.69	29,944.84	32,128.11	36,513.34
8	24,857.22	26,940.34	29,003.43	31,086.55	35,359.61
7	24,056.02	26,099.08	28,062.02	30,105.08	34,227.25
6	23,294.88	25,257.82	27,180.70	29,143.64	33,137.62
5	22,553.77	24,456.62	26,299.38	28,202.23	32,069.35
4	21,832.69	23,675.45	25,458.12	27,300.88	31,043.81
3	21,131.64	22,914.31	24,656.92	26,439.59	30,061.01
2	20,450.62	22,173.20	23,855.72	25,598.33	29,099.57
1	19,789.63	21,472.15	23,094.58	24,777.10	28,159.50

Salary Increase over
1.17% 2011-12

Northwestern Michigan College

CLASSIFICATION OF POSITIONS

Administrative
Professional
Technical/Paraprofessional
Support Staff

CLASSIFICATION OF POSITIONS

EXECUTIVE STAFF*-ADMINISTRATIVE

Position

President
Vice President for Educational Services
Vice President for Enrollment Management and Student Services
Vice President for Lifelong and Professional Learning
Vice President of Finance and Administration
Director of Human Resources
Executive Assistant to the President & Board of Trustees
Executive Director of Communications & Public Relations
Executive Director of Learning Resources and Technologies
Executive Director of NMC Dennis Museum Center
Executive Director of Research and Effectiveness
Executive Director of Resource Development and Foundation
Superintendent of the Great Lakes Maritime Academy

Incumbent

Nelson, Timothy
Siciliano, Stephen
Weber, Christy
Cotto, Marguerite
Cook, Victoria
Beach, Aaron
Gorton, Holly
Dolan, Andrew
Mulder, Craig
Jenneman, Eugene
Hiller-Freund, Darby
Teahen, Rebecca
Achenbach, Gerard

*Executive staff positions are not covered under the Classification Compensation Plan.

ADMINISTRATIVE STAFF

Position/Working Title	Classification	Incumbent
Controller	Dean/Chief Administrator	Sullivan, Cheryl
Director of Aviation	Dean/Chief Administrator	Cook, Aaron
Associate Dean of Learning Services	Director	Kahler, Karen
Associate Dean of Student Life	Director	Thomas, Lisa
Director of Business Academic Area and NMC Academic Affairs	Director	DeCamillis, Susan
Director of Educational Media Technologies	Director	Oliver, Janet
Director of Extended Educational Services	Director	Evans, Carol
Director of Great Lakes Culinary Institute	Director	Laughlin, Frederick
Director of Great Lakes Water Studies Institute	Director	VanSumeren, Hans
Director of Library Services	Director	Ulrich, Tina
Director of Nursing Programs	Director	Schmidt, Laura
Director of Outreach Services	Director	Bensley, James
Director of Systems & LAN Management	Director	Wasson, Daniel
Director of Technical Academic Area	Director	Bailey, Edward
Director of Training and Research	Director	Wolin, Richard
Director of Admissions	Department Head	Claerhout, Cathryn
Director of Advising	Department Head	Schultz, Kim
Director of Enrollment Management-Great Lakes Maritime Academy	Department Head	Berck, John
Director of Music Programs	Department Head	Cobb, Jeffrey
Director of Residence Life and Judicial Affairs	Department Head	Bennett, Marcus
Director of the University Center	Department Head	Cunningham, Donald
Program Manager-Tutorial Services	Program Manager	Poertner, Michelle

PROFESSIONAL STAFF

Position/Working Title	Classification	Incumbent
Annual Giving Specialist	Specialist II	Hemminger, Sarah
Beverage Manager/Great Lakes Campus	Specialist II	Haselton, Dean
Purchasing Coordinator		
Bookstore Manager	Specialist II	Greiner, Rhonda
Coordinator for Data Reporting and Analysis	Specialist II	Vanderkam, Mitchell
Executive Chef-Hagerty Center	Specialist II	MacNaughton, Coburn
International Aviation Instructional Coordinator	Specialist II	Ursell, Steven
Human Resources Specialist	Specialist II	<i>Vacant</i>
Radio Station Manager	Specialist II	Hines, Eric
Specialist-Bridge/M-TEC Open	Specialist II	Crawford, J. David
Training Specialist-Training and Research	Specialist II	Dwyer, Adam
Training Specialist-Training and Research	Specialist II	Fraizer, Heather
Training Specialist-Training and Research	Specialist II	<i>Vacant</i>
Training Specialist-Training and Research	Specialist II	Rogers, Darrell
Writer/Public Relations Specialist	Specialist II	Noga, Cari
Admissions Specialist	Specialist I	Stevens, Elizabeth
Admissions Specialist	Specialist I	Druskovich, Judith
Assistant Director-Hagerty Center	Specialist I	Schenkelberger, Chad
Coordinator-Graphics and Printing Services	Specialist I	Young, Megan

Enrollment Specialist-Aviation	Specialist I	Laursen, Alan
Event Scheduler	Specialist I	Patterson, Debra
Specialist-Records	Specialist I	Gasnik, Janet
STCW Clerk and Sea Project Specialist	Specialist I	Rokos, Judith
Student Services Specialist	Specialist I	Kucera, Rita
Assistant Director of Outreach Services	Coordinator III	Herzberg, Scott
Chief Engineer-Motor-Great Lakes Maritime Academy	Coordinator III	Sobolewski, David
Chief Flight Instructor	Coordinator III	Bloye, Alexander
Coordinator of Benefits and Human Resources	Coordinator III	Kasper, Carol
Coordinator of Major Gifts	Coordinator III	<i>Vacant</i>
Coordinator of Research and Market Understanding	Coordinator III	Ruedinger, Karen
Coordinator-Physical Education	Coordinator III	LaCourse, Peter
Coordinator of Student Success	Coordinator III	Horak, Ashley
Coordinator of Web Content and Online Strategies	Coordinator III	Kellman, Stephen
Database Administrator	Coordinator III	Streeter, Neil
Dennos Museum Operations Manager	Coordinator III	Cook, L. Gale
Director of Financial Aid	Coordinator III	Palermo, Pamela
Director of the Hagerty Center	Coordinator III	Glidden, Nathan
Director of Health Services	Coordinator III	Jacobson, Renee
Director of Program Advancement-Lifelong and Professional Learning	Coordinator III	Racine, Linda
Director of Research Services	Coordinator III	Sommerfield, Cathlyn
Instructional Designer	Coordinator III	Russo, Tracy
Intranet Coordinator	Coordinator III	Dalquist, David
Librarian	Coordinator III	Beeker, Mary
Librarian	Coordinator III	Geht, Ann
Registrar	Coordinator III	Taberski, Carol
Master, Training Ship, State of Michigan	Coordinator III	McGuinness, Joseph
Senior Programmer/Analyst and Solution Architect	Coordinator III	Bachman, Anna
Senior Programmer/Analyst and Solution Architect	Coordinator III	Carmickle, Laura
Talent Management Coordinator	Coordinator III	Hodek, Lori
Unmanned Aircraft Systems Program Manager	Coordinator III	Sauerbrey, Anthony
Coordinator-Employee Wellness	Coordinator III PT	Shimek, Sarah
Assistant Controller	Coordinator II	Ruszel, Christine
Assistant Engineer-Motor-Great Lakes Maritime Academy	Coordinator II	Sedlacek, Stephen
Coordinator/Instructor-Construction Technology	Coordinator II	Anderson, Kirby
Grant Coordinator-Research Services	Coordinator II	Rollin, Lisa
Manager of Accounts Receivable	Coordinator II	<i>Vacant</i>
Museum Store Manager	Coordinator II	Tarnow, Terry
Program Coordinator-Automotive	Coordinator II	Moody, Wayne
Program Coordinator-Extended Educational Services	Coordinator II	Doyal, Julia
Program Coordinator-Extended Educational Services	Coordinator II	Queen, William
Purchasing Manager	Coordinator II	Westphal, Stephen
Student Financial Services Coordinator	Coordinator II	Berlin, Linda
Administrative Services Specialist	Coordinator I	McCall, Cathy
Assistant Chief Flight Instructor	Coordinator I	Jabour, Frank
Coordinator of Technology Support Services	Coordinator I	Thornton, Alison
Curator of Education and Interpretation	Coordinator I	Dake, Jason
Curriculum and Scheduling Coordinator	Coordinator I	Barnes, Jenny
Front-of-the-House Coordinator-Great Lakes Culinary Institute	Coordinator I	Cron-Huhta, Patty

Outreach Services Coordinator	Coordinator I	Frusti, Nicholeen
Writing Center Coordinator	Coordinator I	Ward, Megan
Water Studies Institute Education and Outreach Coordinator	Coordinator I	Hazelwood, Constanza
Analyst-Network Systems and Data Communications	Technical Specialist III	Turner, Bryce
Analyst-Network Systems and Data Communications	Technical Specialist III	Martin, Paul
Analyst- Network Systems and Data Communications	Technical Specialist III	Dix, Stephen
Programmer/Analyst	Technical Specialist III	Boike, Lisa
Programmer/Analyst	Technical Specialist III	Molmen, Lisa
Programmer/Analyst	Technical Specialist III	Klei, Amy
Technology Coordinator-Educational Media Technologies	Technical Specialist III	Morrison, Kyle
Counselor/Advisor	Counselor	Maison, Deborah
Counselor	Counselor	Sanok, Joseph
Advisor-Academic/Career	Counselor	Owen, Shannon
Advisor-Academic/Career	Counselor	Nash, Taylor
International Recruiter/Advisor	Counselor	Dickinson, Lindsey
Support Services Specialist (Full Time)	Advisor II	Baumeler, Leanne
Support Services Specialist (Part Time)	Advisor II PT	<i>Vacant</i>

TECHNICAL/PARAPROFESSIONAL

Position/Working Title	Classification	Incumbent
Desktop Computer Support Specialist-Intermediate	Technician II	Slabaugh, Joshua
Graphic Designer	Technician II	<i>Vacant</i>
Library Technical Services Coordinator	Technician II	Hannert, Joelle
Publication Assistant-Extended Educational Services	Technician II	Carlson, Maureen
Technician-Publications/Event Scheduling	Technician II PT	Witt, Dorothy
Course Materials Supervisor	Paraprofessional	Rogers, Wendy
Financial Aid Specialist	Paraprofessional	Arnold, Judy
Financial Aid Specialist	Paraprofessional	Carlton, Kelly
Financial Aid Specialist	Paraprofessional	Hromada, Georgenia
Financial Aid Specialist	Paraprofessional	Marx, Debra
General Merchandise Supervisor	Paraprofessional	McKinnon, Janice
Human Resources Assistant-Benefits	Paraprofessional	Zimmerman, Kelly
Human Resources Assistant-Talent	Paraprofessional	<i>Vacant</i>
Medical Assistant-Student Health Services	Paraprofessional	Braun, Amy
Museum Registrar/Exhibit Preparator	Paraprofessional	Hanninen, Kim
Office Manager-Advising Center	Paraprofessional	Grougan, Irina
Office Manager-Auxiliary Services	Paraprofessional	Hall, Kathryn
Office Manager-Business Academic Area	Paraprofessional	Shumaker, Bonnie
Office Manager-Communications Academic Area	Paraprofessional	Root, Janice
Office Manager-Learning Services	Paraprofessional	<i>Vacant</i>
Office Manager-Great Lakes Maritime Academy	Paraprofessional	Denoyer, Susan
Office Manager-Hagerty Center	Paraprofessional	Bailey, Crystal
Office Manager-Health Occupations Academic Area	Paraprofessional	Fox, Margaret
Office Manager-Human Resources	Paraprofessional	Paul, Cheryl
Office Manager-Humanities Academic Area	Paraprofessional	Sluss, Alice
Office Manager-Residence Life	Paraprofessional	Eiden, Elizabeth
Office Manager-Resource Development	Paraprofessional	Neumann, Jan
Office Manager-Science/Math Academic Area	Paraprofessional	Garner, Bobbi

Office Manager-Social Science Academic Area	Paraprofessional	Duby, Cynthia
Office Manager-Student Life	Paraprofessional	Magner, Emily
Office Manager-Technical Division	Paraprofessional	Somero, Heather
Operations Manager-Aviation	Paraprofessional	King, Kelly
Paraprofessional-Library Services	Paraprofessional	Hammontree, Rochelle
Technology and Program Support Specialist-Extended Educational Services	Paraprofessional	Lande, Melissa
Veterans Affairs and Records/Registration Assistant	Paraprofessional	Hansen, Julie
Administrative Assistant-Educational Services	Executive Assistant	<i>Vacant</i>
Administrative Assistant-President's Office	Executive Assistant	<i>Vacant</i>
Database and Research Specialist	Executive Assistant	<i>Vacant</i>
Executive Assistant-University Center	Executive Assistant	Palmer, Donna
Aviation Maintenance Supervisor	Technical Specialist II	Borstel, Edward
Instructional Technology Designer	Technical Specialist II	Nolf, Kristal
Instructional Technology Specialist	Technical Specialist II	DeLonge, R. Mark
Laboratory Manager	Technical Specialist II	Waterstripe, Kirk
Programmer	Technical Specialist II	Vaughn, Eileen
Desktop Computer Support Specialist	Technical Specialist II	Fitzgerald, Robin
Desktop Computer Support Specialist	Technical Specialist II	Foster, Samuel
Desktop Computer Support Specialist	Technical Specialist II	Norconk, Beth
Desktop Computer Support Specialist	Technical Specialist II	Weaver, David
Nursing Lab Manager	Technical Specialist II	Wilk, Sara
Aviation Maintenance Technician	Technical Specialist I	Dunn, Thomas
Digital Media Systems Technician	Technical Specialist I	Beer, Alan
Instructional Technology Support Specialist	Technical Specialist I	Trier, Sherry
Multimedia Specialist	Technical Specialist I	<i>Vacant</i>
Voice Systems Administrator	Technical Specialist I	Domagala, Patricia
Video & Instructional Support Systems Technician	Technical Specialist I	Schultz, Dennis

SUPPORT STAFF

Position/Working Title	Classification	Incumbent
Banquet Supervisor-Hagerty Center	Hospitality I	Gallegos, Johanna
Bar Supervisor-Hagerty Center	Hospitality I	Farrier, Trisha
Sous Chef-Hagerty Center	Hospitality I	Williams, Scott
Great Lakes Maritime Academy Assistant	Secretary IV	<i>Vacant</i>
Administrative Assistant-Records/Registration/Testing	Secretary IV	Sedlacek, Kathleen
Administrative Assistant-Office of Research Planning and Effectiveness	Secretary III	<i>Vacant</i>
Assistant-Admissions	Secretary III	Garvin, Cheryl
Assistant-Admissions	Secretary III	Rollin, Shelley
Assistant-Training and Research	Secretary III	Rumbach, Vicki
Public Relations and Marketing Assistant	Secretary III	<i>Vacant</i>
Secretary-Resource Development	Secretary III	Cooper, Lisa
Secretary-Center for Instructional Excellence	Secretary III PT	<i>Vacant</i>
Assistant-M-TEC Welcome Desk	Secretary II	McCready, Shayrri
Office Assistant-Extended Educational Services	Secretary II	Schenk, Jackie

President's Office Assistant	Secretary II	Mleczeko, Dawn
Assistant-Accounting	Bookkeeper II	Creighton, Dori
Assistant-Accounting	Bookkeeper II	Gourlay, Kimberly
Bookkeeper-Accounts Payable	Bookkeeper II	Steinebach, Kristina
Bookkeeper Assistant Payroll-Accounts Payable	Bookkeeper II	Reeves, Gail
Bookkeeper-Payroll Services	Bookkeeper II	Hutchcraft, Suzanne
Cashier/Bookkeeper-Accounts Receivable	Bookkeeper II	Hallett, Kristi
Cashier/Bookkeeper-Accounts Receivable	Bookkeeper II	<i>Vacant</i>
Assistant-Extended Educational Services	Bookkeeper I PT	Kalchik, Debra
Materials Clerk	Clerk III	Lange, Michael